

The AFSCME Local 411 bargaining unit represents this position. Therefore, there may be contract language which could require consideration in the selection process.

**MACOMB COUNTY**

**VACANT POSITION POSTING**

**CLASSIFICATION TITLE:** Telephone Operator

**OPENING DATE: 01-31-06**

**CLOSING DATE: 02-13-06**

**DEPARTMENT:** Office of the Sheriff

**SALARY RANGE:** \$27,605.94 to \$31,549.64

**CURRENT HOURS AND STARTING TIME:** Full-time (40 hours per week) position; the starting time for this position currently varies.

**F.L.S.A. STATUS:** Non-exempt

**APPOINTING AUTHORITY:** Sheriff

**GENERAL RESPONSIBILITIES:**

The employee in this classification, under the limited supervision of an assigned supervisor, operates telephone operator console to receive and direct incoming and interoffice telephone calls; supplies information to employees and the general public; pushes switch keys to make connections and relay calls; and located and relays department and employee extension numbers; performs related duties as assigned.

**ESSENTIAL FUNCTIONS:**

- Receives and directs incoming and interoffice telephone calls.
- Ascertains the needs of callers; answers questions appropriate to skill level; records messages and transfers telephone calls to the appropriate individual or department.
- Receives visitors, obtains name and nature of business and schedules appointments.
- Pushes switch keys to make connections and relay calls.
- Locates and relays employee and department extension numbers.
- Updates and files phone and extension numbers.
- Performs limited clerical duties.

**ESSENTIAL FUNCTIONS (continued):**

- Operates telephone operator console as well as other standard office equipment such as copiers, facsimile machines and calculators.

**ADDITIONAL FUNCTIONS:**

- The statements contained in this position description are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not to be construed as an exhaustive list of all job duties performed.

**EDUCATION, TRAINING AND EXPERIENCE:**

- Possession of a high school diploma or a certificate of successful completion of the General Educational Development Test.
- This is an entry level position; no prior experience is required.
- Previous switchboard experience is preferred.
- Successful completion of the probationary period for the position of Telephone Operator.
- Be physically able to perform the essential functions of the position, with or without reasonable accommodation.

**ADDITIONAL QUALIFICATIONS:**

- Knowledge of office terminology; departmental policies and procedures; and of telephone operator console equipment.
- Ability to speak clearly and effectively.
- Ability to understand and follow simple oral directions.
- Ability to ascertain the needs of callers in order to direct them to the proper person or department.
- Ability to establish and maintain effective working relationships with co-workers, employees from various County Departments and the public.
- Ability to conduct oneself with tact and courtesy.

All interested, current Macomb County employees, including full-time, part-time and temporary hires, must complete an Application for Internal Candidates and submit it to the Human Resources Department by 5:00 p.m. on the closing date. Internal applications can be obtained on the County Intranet or from the Human Resources Department.

**THE COUNTY OF MACOMB IS AN EQUAL OPPORTUNITY EMPLOYER**